

06 -05 -03

" *SP* PATENT 6-18-05 010284

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit:

2161

In re application of

METHODS AND SYSTEMS FOR COMMUNICATING WITH SERVICE

Smith et al.

TECHNICIANS IN A TELECOMMUNICATIONS

PECENTED TOUS TOUS ARAN

SYSTEM

Serial No.:

10/074,325

Filing Date:

February 12, 2002

SUPPLEMENTAL INFORMATION DISCLOSURE

June 4, 2003

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Commissioner:

Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO/SB/08A *Information Disclosure Statement by Applicant* (Substitute for Form-1449A/PTO). Copies of the references cited therein are enclosed.

"Express Mail" mailing label number

EU990163843US

Date of Deposit

June 4, 2003

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents,

P₂O. Box 1450, Alexandria, VA 22313-1450

Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filling of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

While applicants believe that payment of a fee is not necessary in connection with this submission, authorization is given to charge Deposit Account No. 11-1110, should a fee be deemed necessary.

Respectfully submitted,

Michael D. Lazzara

niys. Z

Registration No. 41,142

Attorney for Applicants

KIRKPATRICK & LOCKHART LLP Henry W. Oliver Building 535 Smithfield Street Pittsburgh, Pennsylvania 15222-2312

Telephone: (412) 355-8994 Facsimile: (412) 355-6501 E-mail: mlazzara@kl.com

PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

der the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a

Substitute for form 1449A/PTO			T Com	valid ONB co	7 7 7
			Application Number	nplete if Known	
abstitute for form 14	43/41 10			10/074,325	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)			Filing Date	February 12, 2002	- Un C
			First Named Inventor	Smith	5_70.
			Art Unit	2161	101 920
			Examiner Name		UD <0
					30
Sheet 1	of	2	Attorney Docket Number	010284	- PO/
	<u> </u>				

		U.	S. PATENT DO	CUMENTS		
Examiner Initials*	niner Cite Document Number		- Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevan Figures Appear	
		5,881,131	03-09-1999	Farris et al.		
		5,920,846	07-06-1999	Storch et al.		
		6,430,562 B1	08-06-2002	Kardos et al.		
•	-					
					`	
	1					

FOREIGN PATENT DOCUMENTS								
Examiner Cite No.1	Cite	Foreign Patent Document	Publication Date	Name of Patentee or	Pages, Columns, Lines, Where Relevant	76		
	Country Code ³ -Number ⁴ -Kind Code ⁵ (<i>if known</i>)	MM-DD-YYYY	Applicant of Cited Document	Passages or Relevant Figures Appear				
						╀		
						\perp		
						1		
						上		
			-			╀		

		22
Examiner	Date	
Signature	Considered	

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

PI-1013482 v1 0224285-0180

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.



Signature

Substitute for form 1449A/PTO

INFORMATION DISCLOSURE

PTO/SB/08A (10-01)

Approved for use through 10/31/2002. OMB 0651-0031

10/074,325

February 12, 2002

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Complete if Known

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number

Filing Date

Application Number

INFORMATION DISCLOSURE				First Named Inventor	Smith A			
STATEMENT BY APPLICANT				CANT	Art Unit	2161		
					Examiner Name		C 1.	
(use	as manv	sheets as	nece.	ssarv)		Smith 2161 RE DOCUMENTS ticle (when appropriate), title of the chi.), date, page(s), volume-issue	ソレト	
Sheet	2	0,,0010 00	of	2	Attorney Docket Number			
011001			<u> </u>		<u> </u>	()//	<0/72	
		ATUED DI	DIAD	ADT NO	N PATENT LITERATUR	DE DOCUMENTS	2	
	1				CAPITAL LETTERS), title of the art	ticle (when appropriate) title of the	/////	
Examiner Initials*	Cite No.1	item	ı (book, ı	nagazine, journ	al, serial, symposium, catalog, etc	.), date, page(s), volume-issue		
muais	number(s), publisher, city and/or country where published							
,					•			
	 							
	1				•			
	1							
	 							
	<u> </u>							
ļ								
						•		
	<u> </u>							
	Į.	<u> </u>		·				
	-				15.			
Examiner	1				l Date	l		

Considered

Burden Hour Statement: This form is estimated to take 2.0 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

^{*}EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Applicant's unique citation designation number (optional). ² Applicant is to place a check mark here if English language Translation is attached.